

**Important message to all Customers:**

**Thank you for choosing Conference Aston Limited.**

**Your business matters to us which is why from 1st November 2021 these terms and conditions apply to all Bookings.**

**If your Event cannot take place due to updated Government guidelines, relating to COVID-19, any postponements can be made without penalty to you.**

**If the new social distancing room capacities result in the original numbers confirmed having to be reduced, we will allow you to move your Event to a new date.**

**We reserve the right to change your event space based on new social distancing rules, but you will always be informed in writing in advance and we will agree this with you.**

**We will allow up to 30% reduction in confirmed minimum numbers if the delegates are unable to attend the meeting, relating to COVID-19 symptoms or isolation guidelines.**

**1. Our Contract**

- 1.1 We are Conference Aston Limited, company number 04091112. Our registered office at Aston University, Aston Triangle, Birmingham, B4 7ET ("Conference Aston").
- 1.2 The Booking Contract sets out the following:
  - 1.2.1 the details of the business entering into the Booking with Conference Aston (the "Customer");
  - 1.2.2 the fee payable by the Customer to Conference Aston in consideration of providing the services (the "Booking Fee");
  - 1.2.3 the date the Booking Contract is signed (the "Booking Date");
  - 1.2.4 the date on which the Customer will arrive at Conference Aston ("Date of Arrival");
  - 1.2.5 the date on which the Customer will depart from Conference Aston ("Date of Departure");
- 1.3 These Terms and Conditions and the Booking Contract together forms the contract with the Customer (the "Booking"). Each will be referred to as a "Party" and together the "Parties" in these Terms and Conditions.
- 1.4 The Booking will commence on the Booking Date and shall continue until the day following the Date of Departure when it shall automatically terminate unless otherwise agreed by the Parties or terminated in accordance with these Terms and Conditions (the "Term").
- 1.5 A legally binding arrangement will be entered into by the Parties on entry into the Booking Contract by the Parties.

## **2. Working Together**

- 2.1 Conference Aston undertakes to deliver your Event in accordance with the requirements set out in the Booking Contract and in accordance with these Terms and Conditions.
- 2.2 For the purposes of these Terms and Conditions:
  - 2.2.1 “Delegates” means any persons or authorised representatives nominated by the Customer to attend to the Event; and
  - 2.2.2 “Event” means the event booked at Conference Aston beginning on the Date of Arrival and ending on the Date of Departure.
- 2.3 The Parties undertake to work together to deliver their obligations in respect of the Booking and the Customer hereby undertakes to procure that Delegates will comply with the code of conduct for guests who stay at Conference Aston which is published at [www.conferenceaston.co.uk/codeofconduct](http://www.conferenceaston.co.uk/codeofconduct).

## **3. Changes and communication**

- 3.1 The Parties acknowledge the ongoing COVID-19 crisis in the UK and undertake to comply with all official guidance from the UK Government.
- 3.2 The Parties hereby agree to communicate without delay any issues they may have in performing their obligations under this Booking.
- 3.3 Conference Aston acknowledges that the COVID-19 situation may require us to implement one or more of the following measures for the safety of Conference Aston staff and the Delegates. Conference Aston will consult with Customers wherever possible and within a reasonable timeframe.
- 3.4 Necessary changes may require:
  - 3.4.1 a maximum number of Delegates at the Event;
  - 3.4.2 the amendment of the food and beverage offering;
  - 3.4.3 the requirement for the wearing of face coverings and/or disposable gloves;
  - 3.4.4 a limitation of any planned entertainment for the Event;
  - 3.4.5 the introduction of designated entrance and exit routes and one-way systems within Conference Aston;
  - 3.4.6 the introduction of temperature checks for all Delegates;
  - 3.4.7 the requirement to request the contact details of all Delegates; and
  - 3.4.8 the amendment or limitation of the timings of the Event.
- 3.5 If substantial costs are likely to be incurred by the Conference Aston for your Event to comply with UK Government guidance or if Government guidance requires Conference Aston to close, Conference Aston will work with you to agree a suitable alternative date for your Event. If the Customer would prefer the cancel the Event in these circumstances, Conference Aston will accept that cancellation and fully refund the Deposit.

#### **4. Pre-Event Information**

- 4.1 To facilitate Conference Aston's delivery of the Event, the Customer is asked to provide the following not less than 2 weeks prior to the Event:
- 4.1.1 name of Event organiser and any other relevant contacts;
  - 4.1.2 final number of Delegates;
  - 4.1.3 Delegate rooming list;
  - 4.1.4 dietary and allergen requirements of Delegates or Guests (See Addendum 1);
  - 4.1.5 room requirements (i.e. layout or equipment);
  - 4.1.6 estimated time of arrival and departure;
  - 4.1.7 any other special/additional reasonable requirements;
  - 4.1.8 a valid purchase order;
  - 4.1.9 an agenda;
  - 4.1.10 the name of external speakers or trainers and all necessary details regarding the organisation for which they work; and
  - 4.1.11 Delegate safeguarding considerations.
- 4.2 The Customer will notify Conference Aston of any mobility requirements that are required. Conference Aston will accommodate for such mobility requirements in accordance with all the laws of England and Wales and the European Union and any other laws or regulations, regulatory policies, guidelines or industry codes.
- 4.3 The Customer will notify Conference Aston of the names and ages of any Delegates who will be aged under 18 at the Date of Arrival. This information will be provided as soon as possible and in any event no less than two months' prior to the Date of Arrival.
- 4.4 In the event that any Delegates are aged under 18, the Customer agrees to comply with Conference Aston's safeguarding policies and procedures ("the Policies"). A copy of the Policies will be supplied by Conference Aston. If you are unable to comply with the Policies then your booking may be cancelled by Conference Aston.
- 4.5 Conference Aston will allow up to 30% reduction in confirmed minimum numbers if Delegates are unable to attend the Event, relating to COVID-19 symptoms or isolation guidelines.

#### **5. Payment**

- 5.1 For contracts with a value of £40,000 nett of VAT or less and where no Credit Facility has been agreed in accordance with clause 5.6, the Customer will pay Conference Aston:
- 5.1.1 25% of the Booking Fee when the Booking Contract is signed (the "**Deposit**"); and
  - 5.1.2 75% of the Booking Fee 30 days prior to the Date of Arrival.
- 5.2 For contracts with a value of £40,000 nett of VAT or less and where a Credit Facility has been agreed in accordance with clause 5.6, the Customer will pay Conference Aston:
- 5.2.1 25% of the Booking Fee when the Booking Contract is signed (the "**Deposit**"); and

- 5.2.2 75% of the Booking Fee within 30 days of the Date of Departure.
- 5.3 For contracts with a value greater than £40,000 nett of VAT and where no Credit Facility has been agreed in accordance with clause 5.6, the Customer will pay Conference Aston:
- 5.3.1 10% of the Booking Fee when the Booking Contract is signed ( “the Deposit” );
  - 5.3.2 15% of the Booking Fee six months prior to the scheduled Date of Arrival;
  - 5.3.3 25% of the Booking Fee four months prior to the scheduled Date of Arrival; and
  - 5.3.4 50% of the Booking Fee 30 days prior to the scheduled Date of Arrival.
- 5.4 For contracts with a value greater than £40,000 nett of VAT and where a Credit Facility has been agreed in accordance with clause 5.6, the Customer will pay Conference Aston:
- 5.4.1 10% of the Booking Fee when the Booking Contract is signed ( “the Deposit” );
  - 5.4.2 15% of the Booking Fee six months prior to the scheduled Date of Arrival;
  - 5.4.3 25% of the Booking Fee four months prior to the scheduled Date of Arrival; and
  - 5.4.4 50% of the Booking Fee within 30 days of the Date of Departure.
- 5.5 Unless the appropriate VAT exemption applies, payments will be subject to VAT which the Customer will additionally pay to Conference Aston upon receipt of a correctly rendered and properly completed VAT invoice. For the purposes of this clause 5.5, “VAT” means value added tax chargeable under the Value Added Tax Act 1994 and any similar replacement or additional tax.
- 5.6 If the Customer defaults in the payment of any sum due to Conference Aston, such sum will bear interest at the rate of three per cent (3%) per annum over the base rate of Barclays Bank PLC in force from time to time, from the due date until payment is made to the other party (irrespective of whether the date of payment is before or after any judgment or award in respect of the same).
- 5.7 Conference Aston may grant a credit facility to the Customer (“the Credit Facility”). The Credit Facility will be agreed in writing between Conference Aston and the Customer. Prior to granting the Credit Facility, the Customer acknowledges that Conference Aston reserves the right to undertake a credit check to ensure the Customer is able to meet the requirements of any deposit or payment plan. If Conference Aston are reasonably satisfied that the plan cannot be met, Conference Aston reserves the right to request full pre-payment or cancel the booking.
- 5.8 The Customer will notify Conference Aston of any changes to its credit provision prior to the Customer’s arrival which may affect the Customer’s ability to pay any outstanding invoices.
- 5.9 In the event that the Customer makes any overpayment in connection with this Entire Agreement (or any other agreement between the parties), the Customer may, upon written notice to Conference Aston:
- 5.9.1 Deduct the amount of such overpayment from any future invoice; or
  - 5.9.2 require repayment of such sum within 30 days’ after the date on which it serves written notice on Conference Aston.

## **6. Cancellation and Variation Charges**

- 6.1 Conference Aston will always work with the Customer to ensure that the Booking can take place and will be flexible in respect of cancellation or postponement in connection with any circumstances relating to the COVID-19 crisis.
- 6.2 In the event of Cancellation or Variation Charges which fall outside of circumstances relating to the COVID-19 crisis, the Customer will pay the charges set out in clause 6.4 or 6.5 if:
- 6.2.1 The Customer cancels all or any part of the booking contract (which is not due to breach of the entire agreement by Conference Aston) in accordance with the time stipulations set out in clauses 6.4 and 6.5; or
- 6.2.2 The Customer reduces the number of guests in accordance with the time stipulations set out in clauses 6.4 or 6.5 ("cancellation charges").
- 6.3 In the event that clause 6.2.2 is applicable, Conference Aston reserves the right to allocate alternative facilities at its premises to the customer to accommodate for the size of the Event. In any event, the Customer will notify Conference Aston of any cancellation or variation by written notice.
- 6.4 The Customer will pay Conference Aston the following cancellation charges for contracts with a value of £40,000 nett of VAT or less:
- 6.4.1 0% of the booking fee if 181 days' (or more) notice is given;
- 6.4.2 10% of the booking fee if 121-180 days' notice is given;
- 6.4.3 25% of the booking fee if 91-120 days' notice is given;
- 6.4.4 50% of the booking fee if 61-90 days' notice is given;
- 6.4.5 75% of the booking fee if 31-60 days' notice is given
- 6.4.6 100% of booking fee if less than 31 days' notice is given.
- 6.5 The Customer will pay Conference Aston the following cancellation charges for contracts with a value above £40,000 nett of VAT:
- 6.5.1 0% of the booking fee if 366 days' (or more) notice is given;
- 6.5.2 10% of the booking fee if 271-365 days' notice is given;
- 6.5.3 25% of the booking fee if 181-270 days' notice is given;
- 6.5.4 50% of booking fee if 121-180 days' notice is given;
- 6.5.5 75% of the booking fee if 61-120 days' notice is given; or
- 6.5.6 100% of the booking fee if less than 61 days' notice is given.

## **7. Force Majeure**

- 7.1 For the purposes of this clause 6, "Force Majeure" means in relation to either Party, any circumstances beyond the reasonable control of that Party, including any strike, lock-out, or other form of industrial action, war, riot, civil commotion, malicious damage, compliance

with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm, act of God or global pandemic;

7.2 Neither Party will be liable or in breach to the other to the extent that it is unable to perform its obligations due to Force Majeure provided that the Party unable to perform notifies the other in writing as soon as reasonably practicable of:

7.2.1 the Force Majeure;

7.2.2 its causes; and

7.2.3 the likely effect of the Force Majeure.

7.3 Subject always to clause 7.4, the Party not affected by Force Majeure may terminate the Booking if the Force Majeure continues for a period of one month or longer.

7.4 COVID-Flex Terms

7.4.1 If your Event cannot take place due to updated Government or Local Authority guidelines, relating to COVID-19 and/or the facilitation of business events, in the first instance, Conference Aston will seek to agree an alternative future date with the Customer.

7.4.2 Any postponements to a future alternative date can be made without penalty to the Customer and any pre-paid deposits will be carried over to the agreed alternative date.

7.4.3 If an alternative date is not possible, the Event will be cancelled in full and any deposits refunded.

7.4.4 If, as a result of government guidance, new social distancing room capacities result in the original confirmed numbers having to be reduced, Conference Aston agrees that the Customer will have the following options:

7.4.5 reduce attendee numbers in line with the new government guidance with no penalty;

7.4.6 move the Event to a new alternative future date, in which case any deposits paid will be carried over to the agreed alternative date.

7.4.7 Conference Aston reserves the right to change the Customer's event space based on new social distancing rules issued in line with government guidance. In the event this is necessary, the Customer will be informed in writing and will have the option to proceed in accordance with clauses 7.4.4.1 and 7.4.4.2 above.

7.4.8 If delegates are unable to attend the Event for reasons associated with COVID-19, including displaying symptoms, testing positive for COVID-19, being required to self-isolate, or being unable to travel due to regional or national travel restrictions, the Customer may reduce its confirmed minimum numbers by up to 30%.

7.4.9 If delegate numbers fall below 70% of the original contracted numbers, Conference Aston will allow the Customer to move the Event to a new alternative future date with no penalty. Any pre-paid deposits will be transferred to the new date.

## 8. Termination

8.1 Where the Customer terminates the Booking for convenience, Conference Aston reserves the right to retain the Deposit if the date of such cancellation precludes Conference Aston

(acting reasonably) from reselling the dates/spaces making up the Event. Conference Aston will consider all such cancellations on a case by case basis.

- 8.2 Either Party may terminate the Booking if the other Party becomes Insolvent.
- 8.3 For the purposes of clause 7.2, "Insolvent" means if either party:
- 8.3.1 proposes or passes a resolution for its winding up or in the case of a limited liability partnership proposes or determines that it will be wound up;
  - 8.3.2 is subject to an application to or order or notice issued by a court or other authority of competent jurisdiction for its winding up or striking off;
  - 8.3.3 enters administration or is the subject of an application for administration filed at any court or a notice of intention to appoint an administrator given by any person filed at any court;
  - 8.3.4 proposes, makes or is subject to, a company voluntary arrangement or a composition with its creditors generally, an application to a court of competent jurisdiction for protection from its creditors generally or a scheme of arrangement under Part 26 Companies Act 2006;
  - 8.3.5 has a receiver or a provisional liquidator appointed over any of its assets, undertaking or income;
  - 8.3.6 ceases to trade or appears, in the reasonable opinion of the other Party, to be likely to cease to trade;
  - 8.3.7 is unable to pay its debts within the meaning of section 123 Insolvency Act 1986; or
  - 8.3.8 is the subject of any event that is equivalent or similar to any events mentioned in clauses 8.3.1 to 8.3.7 inclusive.
- 8.4 Clauses 1 (Our Contract), 5 (Payment), 8.1-8.4 (Limitation of Liability), 9 (Confidential Information and Data Protection), 10 (Intellectual Property), 11 (Publication and Reputation), 14 (Governing Law), and 15 (Dispute Resolution) will survive termination or expiration of the Booking.

## **9. Limitation of Liability**

- 9.1 Neither Party limits its liability for:
- 9.1.1 death or personal injury caused by its negligence, or that of its employees, agents or sub-contractors; or
  - 9.1.2 fraud by it or its employees; or
  - 9.1.3 breach of any obligation as to title implied by statute; or
  - 9.1.4 any other act or omission, liability for which may not be limited under the laws of England and Wales and the European Union and any other laws or regulations, regulatory policies, guidelines or industry codes.
- 9.2 The Customer shall not be liable to Conference Aston whether in contract, tort, negligence, breach of statutory duty or otherwise for any indirect loss or damage, costs or expenses whatsoever or howsoever arising out of or in connection with this Booking.

- 9.3 The total liability of the Customer to Conference Aston, whether in contract, tort, negligence, breach of statutory duty or otherwise, in respect of any one claim or series of claims under or in connection with this Booking shall be limited to the sum equal to the contracted value specified in the Booking Contract properly paid and payable.
- 9.4 This Booking does not affect the Customer's statutory rights as a consumer.
- 9.5 Conference Aston reserves the right to invoice the Customer if Conference Aston becomes aware of any damage or theft to its property that is proved to have been caused by the Customer. Conference Aston warrants that it will mitigate its costs and invoice the Customer for only reasonable costs incurred which are not covered by its insurance.
- 9.6 Conference Aston will not be liable for any loss or damage to property (including vehicles and its contents), equipment or any personal belongings brought onto Aston University's premises by the Customer. This clause will not apply where such loss or damage is caused by the act or omission of Conference Aston.
- 9.7 Delegates will be liable to pay for any additional costs incurred during their stay at Conference Aston.
- 9.8 Conference Aston will notify the Customer in writing of any items removed by the Customer from Conference Aston's premises without its prior written consent and the Customer shall return the same within 14 days'. Failure to return the same will result in Conference Aston charging a reasonable sum for such items which it can prove were removed by the Customer.
- 9.9 The Customer agrees to fully indemnify Conference Aston against all and any reasonable direct claims, damages, costs and losses as a result of any act or omission of the Customer, subsidiaries, employees, agents, or sub-contractors in connection with the Booking Contract up to the value of the Booking Fee.

## **10. Confidential Information and Data Protection**

- 10.1 For the purposes of this clause 9. "Confidential Information" means any data and other information provided or disclosed by either Party to the other Party (whether before, on or after the Booking Date and whether provided in writing, orally or otherwise) that has been designated in writing as confidential, stated to be confidential, or that ought reasonably in the circumstances of disclosure to be considered as confidential.
- 10.2 Conference Aston will not disclose any Confidential Information belonging to the Customer to any third party without the Customer's prior written consent except:
- 10.2.1 if such Confidential Information has been authorised by the Customer to use;
  - 10.2.2 is required by law; or
  - 10.2.3 is in the public domain at the time of disclosure.
- 10.3 The Parties will comply with the Data Protection Act 2018 and the General Data Protection Regulation (EU) 2016/679 as retained in UK law by the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 ("the UK GDPR"), as amended, replaced or superseded from time to time ("the Data Protection Laws"). Conference Aston processes personal data as a "Data Controller" as defined in the Data Protection Laws. Conference Aston's privacy notice for all data processing activities is available on our parent company's website.



## **11. Intellectual Property**

- 11.1 By accepting these Terms and Conditions, the Customer gives Conference Aston express consent to use the Customer's name and/or logo for the sole purpose of wayfinding and signage for events for the Term of the Booking. If using the Customer's logo, Conference Aston will use the same in accordance with the Customer's branding guidelines.
- 11.2 In the event either Party wishes to use the other Party's name and/or logo (or affiliated logo) for any purpose other than those set out in clause 10.1, such Party will obtain prior written consent from the other Party for such use and (if such consent is given, at the discretion of the other Party) will comply strictly with all of the other Party's directions from time to time as to the manner of such use.

## **12. Publication and Reputation**

- 12.1 Each Party acknowledges the other Party's public reputation and legal responsibilities. Neither Party will partake in any such act that will, or is likely to, cause harm to the public reputation of the other Party.
- 12.2 Neither of the Parties will publish any marketing material relating to the services provided by Conference Aston without the prior written consent of the other Party. Any wording for any such marketing materials will be mutually agreed between the Parties prior to its use.

## **13. Notices**

- 13.1 All written notices will be signed by the sender and sent to the other Party. The Customer may email Conference Aston a copy of such notice at [info@conferenceaston.co.uk](mailto:info@conferenceaston.co.uk). Conference Aston will send notices to the Customer to its registered address for the attention of the nominated individual as notified by the Customer.
- 13.2 A notice will be deemed to have been received
- 13.2.1 at the time of delivery if delivered personally;
  - 13.2.2 at the time of signature of the courier's delivery receipt; if delivered by commercial courier; **AND**
  - 13.2.3 if sent or supplied by electronic means, when a delivery receipt is received.

## **14. General Provisions**

- 14.1 **Assignment/Novation:** The Parties will not assign, novate or otherwise dispose of any or all of their respective rights and obligations under the Booking unless it is in writing and signed by or on behalf of each of the Parties.
- 14.2 **Variation:** no variation of the Booking will be valid unless it is in writing and signed by or on behalf of each of the Parties.
- 14.3 **Entire agreement:** these Terms and Conditions and the Booking Contract constitute the entire agreement between the Parties with respect to the subject matter hereof and supersedes all previous agreements and understandings between the Parties with respect hereto whether written or oral and whether express or implied.
- 14.4 **Severance:** the illegality, invalidity or unenforceability of any paragraph or part of the Booking will not affect the legality, validity or enforceability of the remainder of it. If any paragraph or part of the Booking is found by any competent court or authority to be invalid, illegal or unenforceable, the Parties agree that they will substitute provisions in a form as

similar to the offending provisions as is possible without thereby rendering them illegal, invalid or unenforceable.

- 14.5 Third party rights: except as expressly provided elsewhere in the Booking, a person who is not a party to the Booking will not have any rights of enforceability under the Contracts (Rights of Third Parties) Act 1999. The Parties need not require consent from any other party when exercising any of its obligations under the Booking.
- 14.6 Waiver: no failure or delay by either Party to exercise any right or remedy provided under these Terms and Conditions or by law will constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy will prevent or restrict the further exercise of that or any other right or remedy.
- 14.7 Safe-keeping of Customer's property: Conference Aston will ensure that any traceable deliveries from the Customer in relation to the Event are kept secure. Conference Aston will keep Delegates' luggage in a secure room at the hotel as agreed with the Customer.
- 14.8 Insurance: Conference Aston shall maintain during the period of this Booking with a reputable insurance company adequate insurance against its liabilities under the Booking on terms no less favourable than those generally available to a prudent supplier in respect of risks insured in the international insurance market from time to time.
- 14.9 Order of precedence: in the event and only to the extent of any conflict between these Terms and Conditions and the Booking Contract, these Terms and Conditions shall prevail except where the Booking Contract specifically states that its terms are to prevail over these Terms and Conditions.
- 14.10 Amendments to statutory laws: a reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time-to-time and shall include all subordinate legislation made from time-to-time under that statute or statutory provision.
- 14.11 Anti-corruption and anti-bribery: each party shall comply with the Bribery Act 2010; and:
- 14.11.1 have and shall maintain in place throughout the Term its own policies and procedures, including adequate procedures under the Bribery Act 2010, to ensure compliance and will enforce them where appropriate;
  - 14.11.2 neither Party shall engage in any activity, practice or conduct which would constitute an offence under sections 1, 2 or 6 of the Bribery Act 2010 (whether such an act was committed in the UK or not);
  - 14.11.3 if any breach by either Party (or anyone acting on its behalf) of this clause 13.11 is suspected or known, that Party must notify the other Party immediately and must respond promptly to the other Party's enquiries and co-operate with any investigation; and
  - 14.11.4 any breach of this clause 13.11 by either Party or anyone acting on its behalf shall be deemed a material breach of the Booking not capable of remedy.
- 14.12 Safeguarding: In the event of an individual under the age of 18 ("Minor") attending the Event, the Customer must adhere to Conference Aston's Safeguarding Policy, where there must be one adult responsible for every group of up to 10 Minors.

## **15. Governing Law**

The formation, construction, performance, validity and all aspects whatsoever of the Booking (including non-contractual disputes or claims) will be governed by English Law.

## **16. Dispute Resolution**

- 16.1 Subject to the remainder of this clause 15, the Parties agree irrevocably that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including any non-contractual dispute or claim) that arises out of or in connection with the Booking or its subject matter.
- 16.2 If any dispute or claim arises out of or in connection with the Booking, the Parties shall, following service of written notice by one Party on the other, attempt to resolve amicably by way of good faith negotiations and discussions any such dispute or claim as soon as reasonably practicable.

## **AD1 Addendum 1: Dietary and Allergen Information**

- AD1.1 The dietary and allergen information applicable to Delegates visiting Conference Aston in any capacity, must be obtained by the Customer as part of the pre-event process and provided to Conference Aston no later than two weeks prior to the event start date. This information must be provided in the delegate dietary and allergen information form template, provided by Conference Aston to the Customer when confirming their event booking or during the introduction of the operational event planning team, upon return of the signed contract.
- Delegates and Guests with dietary and allergen requirements will be asked to carry a dietary and allergen information card during the course of the event, to present to our food and beverage team and ensure they are catered for with set, pre-prepared meals and refreshments for relevant meal services and refreshment breaks.
- Conference Aston cannot guarantee the venue can cater for any specific dietary or allergen requirements that are not provided in advance.
- Due to the style of the venue and the nature of Delegates and Guests visiting Conference Aston, Conference Aston cannot guarantee the venue as 100% free of any allergen and ask Delegates and Guests with severe dietary or allergen needs to consider this, prior to attending the facility.